



PATRIOT EXPRESS TOWN HALL

1800, 25 Mar 2010
Maj Clint Cash
J4 Transportation



Agenda

- Background Info
- General Info
- Common Questions
- Way Ahead
- 731st Information Brief – Space A & PE
- Open Discussion – Q&A



Background Information

- Not a “New Program” – Previous/Ongoing Missions
 - PE has been in operation for decades.
 - Serviced Korea until 2005, when DoD cutbacks forced US Transportation Command to reduce worldwide PE service
 - Ongoing Service to Japan and Europe continued operating
- Tour Normalization and USFK Transformation
 - USFK requested to restart service to support the increase of families associated with normalizing tour lengths
 - Transformation relocates troops/families south of Seoul



Background (cont)

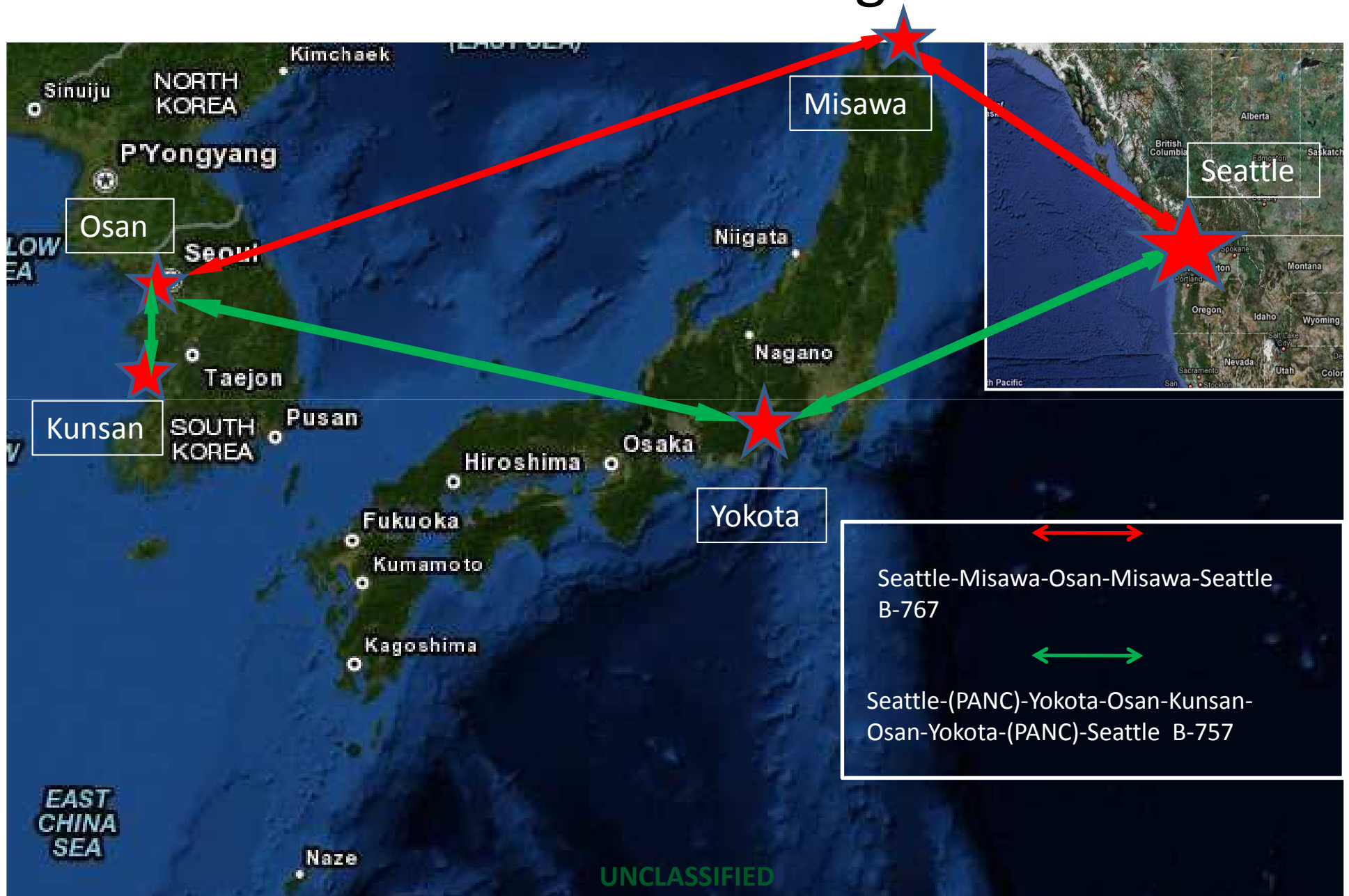
- Commander's Intent
 - Improve quality of life for Service Members, Civilians and families in Korea for longer assignments.
 - Increase Space Available opportunities.
 - Provide additional option for official travel

General Information

- What is the PATRIOT EXPRESS?
 - USTRANSCOM Program - Contracted Commercial Aircraft
 - Government Provided Transportation to Support Overseas Duty (Space Required) Travel
 - Provides Additional Capability for Space Available Travel



- Route of Travel
 - Mission 1 – Seattle-Misawa-**Osan-Misawa-Seattle**
 - Mission 2 – Seattle-Anchorage-Yokota-Osan-Kunsan-**Osan-Yokota-Anchorage-Seattle**



Cost to the Government

When seats go unused on Patriot Express missions and a traveler flies commercial for official travel, the taxpayer (you) pays twice for that unused seat. Together we are all charged with being good stewards of scarce Government dollars. Thank you for riding *Patriot Express*!

Baggage Allowance

Each passenger is authorized two pieces of baggage not to exceed 70 pounds each and 62 linear inches (sum of length/height/width). Bags larger than 62 linear inches and/or heavier than 70 pounds will be counted as two pieces and checked baggage exceeding the free weight criteria will be counted as an extra piece for each increment of 70 pounds. Items exceeding 100 pounds and/or 80 linear inches will not be accepted, and must be moved as freight. Piece rate prices can vary depending on your destination but will not exceed \$103.

Carry-on baggage must fit under the seat or stowed in the overhead bin. Approximate dimensions are 9" x 14" x 22" for a total of 45 linear inches. Items that appear to be large or irregularly shaped, will not be accepted for main cabin storage and will be tagged and placed in the belly of the aircraft.

What Happens in the Event of a Delay?

Carrier Delays. These delays are within the control of the carrier, e.g., maintenance or late arrivals. If the delay extends over a meal period, manifested passengers will receive a meal voucher for a hot meal and transportation to/from the meal area. If the delay requires an overnight stay, the carrier will provide meals, transportation, and billeting (hotel vouchers). Carriers will provide unaccompanied passengers the opportunity to stay in a separate room. If passengers miss their connecting flight because the mission was delayed at any point and arrived at the passenger's manifested destination two hours or more after

scheduled arrival or the passenger receives their baggage late, the contractor shall reimburse passengers for any penalty fees imposed on them by the commercial airlines in which they have onward transportation. Contact the airline for reimbursement. You will need a copy of your AMC boarding pass and documentation from the airline charging you this fee.

Non-carrier Delays. These delays are not within the control of the carrier, e.g., weather or Air Traffic Control delay. The Government assumes responsibility for all manifested passengers during these delays. If this type of delay requires an Overnight stay, then lodging, to include transportation to/from, is provided. Meals are the responsibility of the traveler. Meals and incidental expenses are reimbursable through official travel per diem.

Comparison of PE and Commercial

	PE	Commercial
Leg Room	34"	32"
Meals	Business Class	Coach Class
Space A Opportunity	Yes	No
Amenities (child packets, hot towels)	Mandatory	Optional

For more information, contact one of the AMC commercial locations, your local Transportation Office or AMC Passenger Terminal.

AMC Commercial Locations

Baltimore-Washington Intl (BWI) (877) 429-4262
DSN 243-6900, E-mail: det1305aps@mcguire.af.mil
Fax 410-918-6903 or DSN 243-6903


Seattle-Tacoma Intl (SEA) (253) 982-0555
DSN 382-0555, E-mail: eagle@mcchord.af.mil
Fax: Commercial (253)982-6815 or DSN 382-6815






HQ AMC Passenger Policy Branch - DSN 779-4593,
Com'l (618) 229-4593, E-mail amc.a4tp@scott.af.mil



March 2009
Passenger Policy Branch

PATRIOT EXPRESS





A DoD and Civilian Partnership

Leg Room

AMC and the *Patriot Express* carriers have worked hard to make sure that you have as much room as possible. The seat pitch, which can be equated to legroom, is 34 inches on some *Patriot Express* missions compared to 32 inches on commercial airlines. Two inches may not seem like much but on a 12-hour flight it is huge!



The Amenities

Patriot Express provides many amenities. Meals are comparable to business class meals and special meals such as kosher, children's, diabetic, and vegetarian can be ordered with 24 hours notice. Hot towel service is provided prior to each meal service.

Children receive a fun kit with games, puzzles, coloring/drawing material, and pilot/cabin attendant wings.

The latest box office movies are shown and headsets are provided free of charge during the flight. A variety of up-to-date magazines are also offered for reading pleasure.

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Common Questions

- Is it mandatory to use the PE for PCS/TDY?
 - Yes; DOD Guidance (DTR) mandates the CTO must book the PE as the **First Option** for official travel from overseas locations when available. It also outlines the order of precedence for booking if the PE does not meet the needs or has negative mission impact.
- If I buy my own tickets, will I be reimbursed for official travel?
 - According to DOD guidance, No (DTR). The Commercial Travel Office must be used for all official travel. If government procured transportation (PE) is directed, no reimbursement is authorized (JFTR).
- Can I still take leave en route?
 - Yes, leave en route is authorized in your PCS travel orders. The only difference is that any cost beyond the official (space-required) routing will be paid for by the traveler. Those wanting to take leave while returning to the states you can still do this, but will be responsible for additional cost over routing to next duty location.

Questions (cont)

- Can I ship my pet via the PE flights?
 - At this time, importation of pets is only allowed at Incheon International Airport. This is being addressed at the government levels to allow this in the future.
- What are the baggage restrictions on the PE flights?
 - The PE allows each member to check two bags no more than 70lbs each and measuring no more than 62 linear inches at no charge. Additional or larger baggage could incur excess baggage fees. As well standard airline carry on policies apply. If you expect to have additional baggage, ensure that you have this annotated in your travel orders. This is a reimbursable expense IF in your travel orders. Passengers flying Space A are not authorized excess baggage.
- What services are provided on the PE?
 - As this is a commercial aircraft, all of the amenities you expect are available including movies and music. As well, all passengers will receive business class meal service from commercial airline flight crews.

Questions (cont)

- What costs are associated with flying Space Available?
 - There is a minimal fee for using Space Available travel. The current fees are roughly \$27 from Korea to Seattle. From the US to Korea is only about \$15. These fees are customs/immigrations and arrival fees charged by US airports and normally covered in the price of an airline ticket.
- What are the check-in times?
 - Duty Passengers must present themselves 6 hrs prior to departure with all travelling in the party and documentation
 - Duty Passengers are offered 'Early Bird' Check-in up to 24 hrs prior to departure
 - Space A roll call will be 3 hrs prior to departure



Questions (cont)

- What is this 'Early Bird' check in?
 - A program offered at Osan 's AMC terminal that allows booked (duty) passengers to check their bags and obtain boarding passes/seat selection early.
 - Terminal will be open 24 hrs prior to mission departure. Entire party does not need to be present at this point; must have all required travel documentation
 - Traveler issued seat selection/boarding pass/baggage tags
 - Day of the flight, all travelers must report with travel documentation and present themselves to the Passenger Service personnel
 - Benefits
 - Later show time day of flight
 - Check bags early, no need lug bags
 - Much better seat selection, better chance to get preferred seats
 - Reduced waiting time in lines to check in



Way Ahead

- Sharp Point currently in staffing – should be released soon.
- Working with USFK PA for media support (Stars & Stripes, AFN, Area publications, etc.)
- Components are working the specifics of reception and transportation pieces – transportation schedules, routes, etc will be published ASAP.
- Annual re-validation – potential direct route in the future.
- Continue to work the pet issue w/ the ROK Government

SPACE AVAILABLE TRAVEL BRIEFING

Presented by:

731st Air Mobility Squadron

DISCUSSION PANEL

Col Kevin Lamberth

Col J.C. Penny

COL Ashton Hayes

COL Bruce Ferri

COL Thomas Honadel

Lt Col Thomas Battles

Maj Ken Mercier

Mr. Vincent Bailey

USTRANSCOM

Cdr, 731st AMS

USFK, PMO

USFK, J4 Trans Div

Cdr, 106th Med (VS)

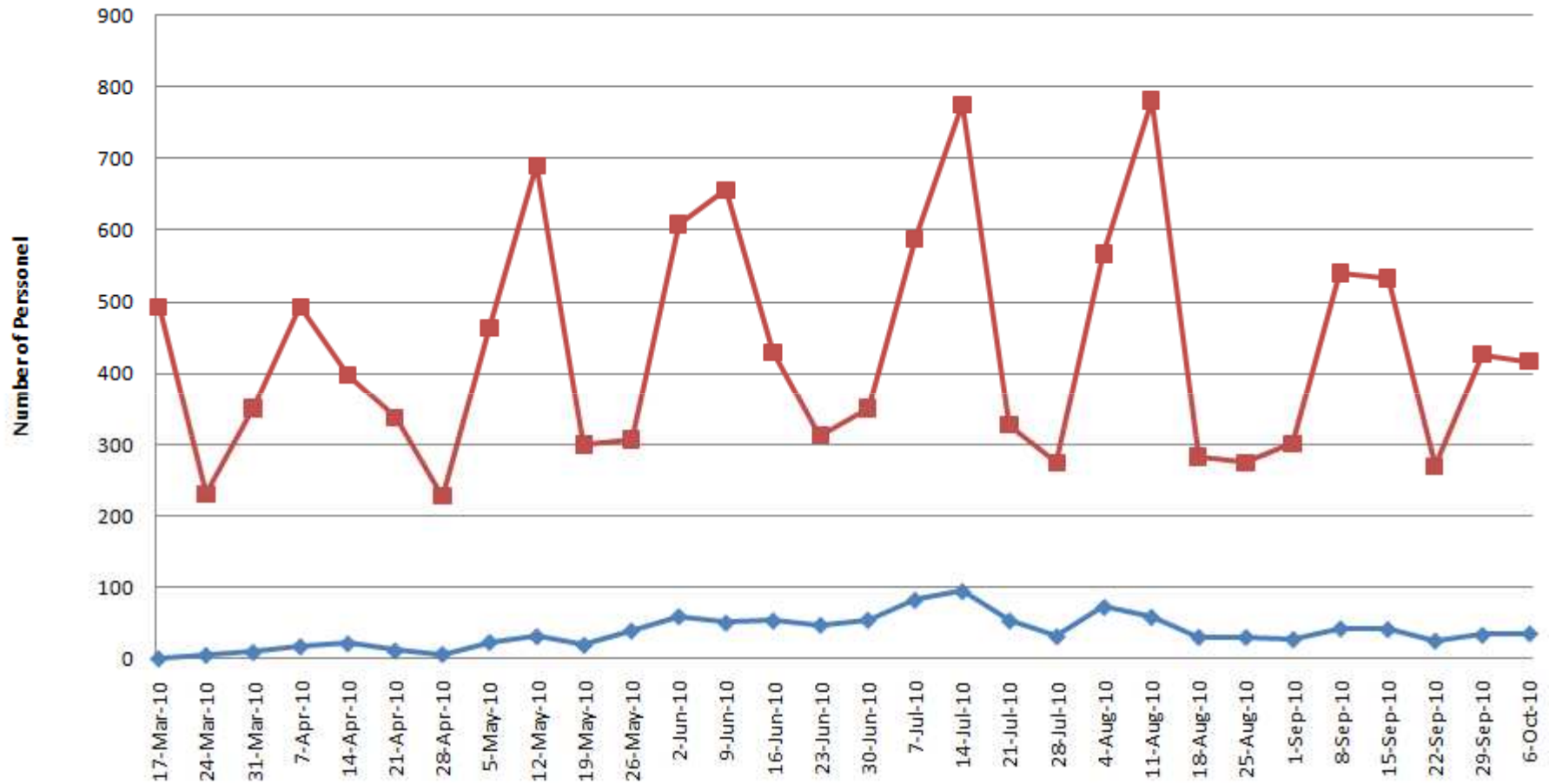
EUSA, G1 Manpower

USFK, J1 Policy/Programs

IMCOM, CTO

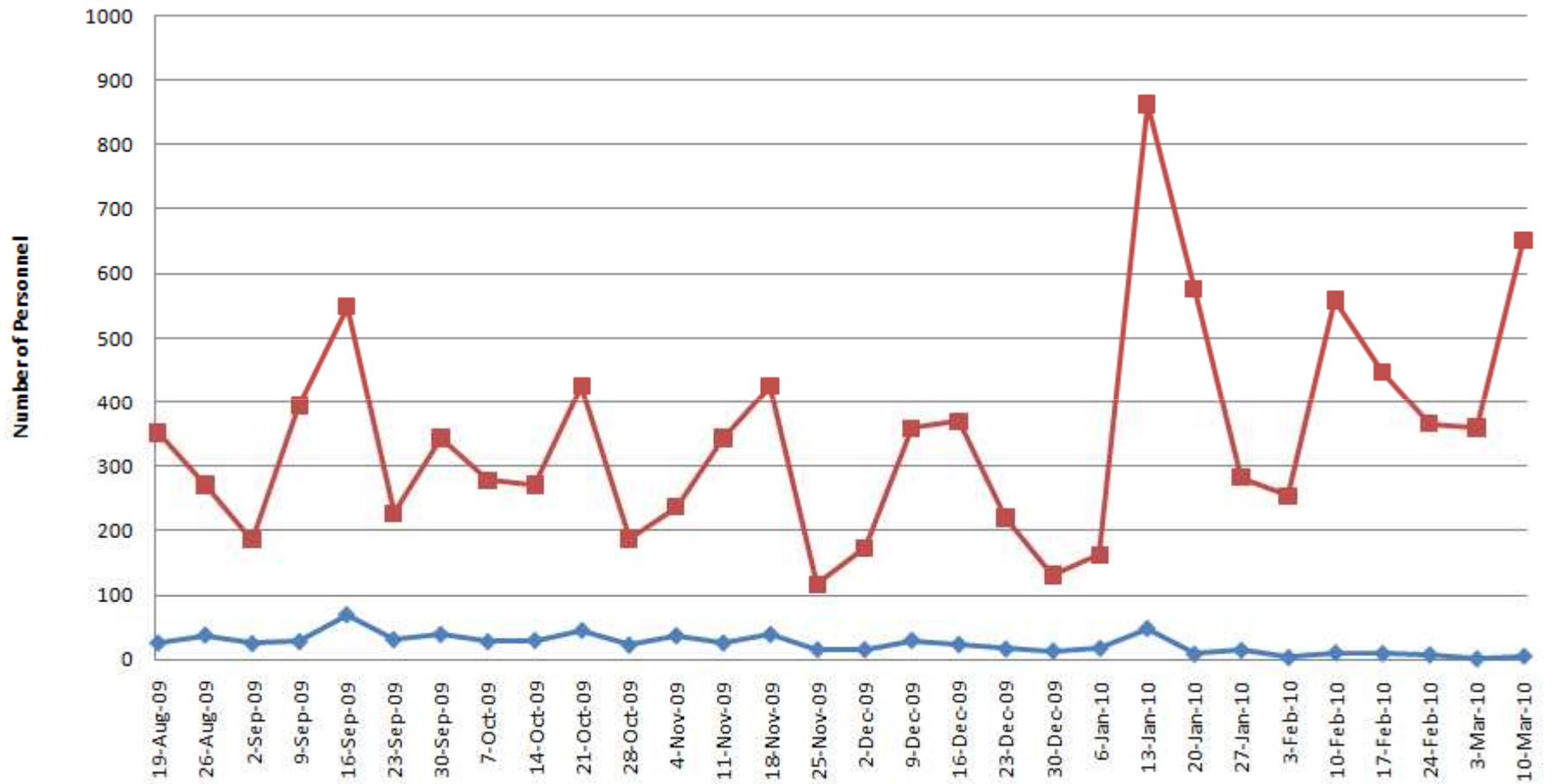
BACKUP

Projected Outbound Personnel (Next 30 Weeks)



■ NONCSP	492	225	341	475	376	326	221	440	658	280	267	548	605	376	265	296	505	680	273	243	494	722	252	244	273	497	491	244	393	381
◆ CSP ONLY	1	6	10	18	22	12	7	24	32	20	40	60	51	54	48	55	83	95	54	32	73	59	31	31	28	43	42	26	34	36

Inbound Personnel (Past 30 Weeks)



■ NONCSP	352	271	186	395	549	227	344	278	271	425	188	237	344	425	117	173	359	370	220	131	163	863	577	283	254	559	447	366	360	652
◆ CSP ONLY	26	38	25	28	69	31	39	28	30	45	23	37	26	39	16	16	30	24	17	14	18	48	9	15	4	11	10	8	2	6

What is *Patriot Express*?

The *Patriot Express* (formerly known as *Cat B* or “Freedom Bird”) is a contracted commercial charter mission that provides support for duty travelers and their family members. 618 TACC/XOG schedules these international charter flights on a regular basis to and from commercial airports (AMC commercial locations) and/or military terminals. These flights offer an array of in-flight amenities and operate the same as scheduled commercial airlines. The *Patriot Express* is also an excellent provider of *troop morale* by providing "Space A" Travel opportunities to and from the United States.

AMC Commercial Locations

Passenger check-in at our AMC commercial locations opens 6 hours prior to departure to allow passengers to check in early and check their bags. If passengers elect not to check in early, normally the required show time is no later than 2 hours 20 minutes prior to departure. However, when traveling from Seattle-Tacoma IAP (SEA) the no later than show time is 3 hours 20 minutes. Check in times are designed to ensure on time departures. If you encounter any difficulties during your passenger processing, please ask for an on site military representative.

What is this “Early bird check-in” I keep hearing about?

Early bird check-in is a program we have that allows those passengers able/wanting to get ahead of the game to check their bags in and obtain boarding passes/seat selection early.

731st will open the check-in scales for booked PE passengers 24 hours prior to departure. Booked passengers can present themselves at that time with all of their check-in bags and travel documents for all travelers in their group (all travelers are not required to be physically present during this process).

They will be provided with a seat selection and boarding pass/baggage tags. The following day during show time those passengers who participated in the Early bird check-in program will be able to arrive later and to avoid the crowd and congestion in the check-in lines. (The only caveat is that you present your travel documents and travelers in your group, once they are all physically present, at the PSC desk so we may do a quick verification of documents/travelers) They will proceed directly to the gate upon gate call and continue to process as normal.

You can expect to save yourself an additional 1-3 hours of standing/waiting-in-line time, as well as securing a seat(s) you choose ahead of time. This is particularly desirable for those passengers who are early enough to fill up the First class seating should it be available on that aircraft.